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IN THE CLAIMS

Please amend the claims as follows:

1. (Previously Presented) A system, comprising:

a private communication server maintaining availability information regarding a plurality of users;

a plurality of personal communication subsystems, each associated with a user in the plurality of users, and each in wireless communication with said server; and

a data channel between said server and a first one of said plurality of subsystems, the first one of said subsystems being associated with a first user;

wherein said server is configured

to communicate at least a portion of the availability information through said data channel to at least a first subsystem, and

to respond to command signals carried from the first subsystem to said server by said data channel.

2. (Previously Presented) The system of claim 1, wherein said server is further configured to communicate updates to the at least a portion of the availability information through said data channel at predetermined intervals.

3. (Previously Presented) The system of claim 1, wherein:

said command signals comprise a request for an update to the at least a portion of the availability information when the availability information changes for a second user in the plurality of users, and

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said server is further configured to provide the requested update in response to said

request.

4. (Previously Presented)   The system of claim 3, wherein said server provides the

update through said data channel.

5. (Previously Presented)   The system of claim 4, wherein:

the request specifies a particular new status, and

the change is an update of the second user to the particular new status.

6. (Previously Presented)   The system of claim 3, wherein said server provides the

updates by establishing a voice connection between the first user and the second user

through the voice channel when the availability information changes for a second user

changes to a predetermined state.

7. (Previously Presented)   The system of claim 6, wherein:

said first subsystem has a user interface; and

said request is generated by said first system in response to a single action in the user

interface by the first user.

8. (Previously Presented)   The system of claim 1, wherein the association between the

first subsystem and the first user is made using a log-in procedure.

9. (Previously Presented)   The system of claim 8, wherein the portion of the

availability information accessible to the first subsystem is limited on the basis of the

association with the first user.

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10. (Previously Presented)   The system of claim 9, wherein

the first user is associated with one or more organizations, and

the limiting allows access by the first user to availability information relating only to

users in the plurality of users who are also associated with at least one of the one or more

organizations.

11. (Previously Presented)   The system of claim 8, wherein:

the first subsystem comprises a personal digital assistant; and

the log-in procedure is performed using the personal digital assistant.

12. (Previously Presented)   The system of claim 1, wherein:

each subsystem in said plurality of subsystems comprises:

      a wireless voice communication device coupled to a first wireless network; and

      a wireless data communication device coupled to a second wireless network;

  and

said data channel connects said server and said wireless data communication device

through the second wireless network.

13. (Previously Presented)   The system of claim 1, further comprising a plurality of

workstations in wired communication with said server, each associated with one or more

users in the plurality of users.

14. (Withdrawn)   A system, comprising:

a server; and

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a personal communication subsystem comprising one or more wireless communication

devices, said subsystem being in wireless communication with said server through at least a first

channel and a second channel;

wherein said first channel provides for transmission of voice signals; and

said second channel provides for transmission of data signals.

15. (Withdrawn)   The system of claim 14, wherein:

said first channel carries a telephone call; and

said second channel carries a command signal from the subsystem to effect a certain

handling of the telephone call by said server.

16. (Withdrawn)   The system of claim 15, wherein the handling is in the group of

events consisting of call initiation, receipt, transfer, recording, and conferencing.

17. (Withdrawn)   The system of claim 14, wherein:

said data signals comprise information from the group of facts consisting of company

directory information, voice mail status of the first user, availability status of one or more system

users, and company account information; and

said first channel carries a voice communication initiated using said information.

18. (Withdrawn)   The system of claim 14, wherein:

said first channel carries an interaction between the first user and a voice mail system;

and

said data signals comprise a voice mail command that affects the interaction.

19. (Withdrawn)   The system of claim 18, wherein the voice mail command is

selected from the group of voice mail controls consisting of listening to, selecting, deleting,

replying to, and forwarding one or more voice mail messages.

20. (Withdrawn)   The system of claim 14, wherein said data signals comprise:

a request from said subsystem for the availability status of one or more other persons who

are in communication with said server; and

a first response from said server to said subsystem, said first response comprising signals

that indicate at least a portion of the requested status information.

21. (Withdrawn)   The system of claim 20, wherein said data signals further comprise

a second response to said request, said second response being triggered by a change in the

availability status of at least one of the one or more other persons.

22. (Withdrawn)   The system of claim 14, wherein said data signals comprise:

a readable message; and

a command signal from said subsystem to said server, said command signal requesting

that a particular process be applied to at least a portion of said readable message.

23. (Withdrawn)   The system of claim 22, wherein

said command signal is a request for conversion of said readable message to speech; and

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said voice signals comprise a spoken version of said readable message.

24. (Withdrawn)   The system of claim 22, wherein

said command signal is a request for a voice connection having one or more connection

parameters; and

said voice signals comprise the requested voice connection;

wherein said one or more connection parameters are present in said readable message.

25. (Withdrawn)   The system of claim 24, wherein said one or more connection

parameters comprise information selected from the group consisting of:

extension to which to connect, individual to which to connect, company to which to

connect, voice mailbox to which to connect, and department to which to connect.

26. (Withdrawn)   The system of claim 14, wherein

said first channel carries a web chat session; and

said second channel carries a command signal from the subsystem to effect a certain

handling of the web chat session.

27. (Withdrawn)   A server, comprising a computer-readable medium and a processor

in communication with a private switch and the computer-readable medium, said computer-

readable medium being encoded with programming instructions executable by said processor to:

control the switch to selectively route voice communications to one or more agents, each

agent having a wireless remote mobile communication subsystem comprising:

a wireless voice communication device; and

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a wireless data communication device.

28. (Withdrawn)   The server of claim 27, wherein the wireless voice communication device is separate from the wireless data communication device.

29. (Withdrawn)   The server of claim 27, wherein the wireless voice communication device is integrated with the wireless data communication device.

30. (Withdrawn)   The server of claim 27, wherein the programming instructions are further executable by said processor to:

receive a control signal from the wireless data communication device of a first subsystem, to which a first voice communication has been routed;

respond to the control signal by acting upon the first voice communication.

31. (Withdrawn)   The server of claim 30, wherein the acting is transferring the first voice communication.

32. (Withdrawn)   The server of claim 30, wherein the acting is making the first voice communication into a conference call.

33. (Withdrawn)   The server of claim 32, wherein

the switch selectively routes voice communications to a plurality of agents; and

the conference call is with another agent.

34. (Withdrawn)   The server of claim 27, wherein the wireless data communication device is a personal digital assistant.

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35. (Withdrawn)   The server of claim 27, wherein the programming instructions are

further executable by said processor to:

maintain a first queue consisting of communication threads for receiving control signals

from a plurality of wireless remote mobile communication subsystems; and

maintain a second queue consisting of processing threads for executing commands

indicated by the control signals.

36. (Previously Presented)   A communication system, comprising:

a server; and

a plurality of remote and mobile subsystems in communication with said server, said

plurality of subsystems comprising

a first subsystem associated with a first user; and

a second subsystem associated with a second user;

wherein said server is operable to

provide availability status information regarding the second user to the first

user;

accept a command signal from the first subsystem requesting updated status

information regarding the second user; and

provide the updated status information.

37. (Previously Presented)   The system of claim 36, wherein

said first subsystem comprises a wireless data communication device, and

the status information and updated status information are communicated from said server

to said wireless data communication device.

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38. (Withdrawn)   A system, comprising:

a server controlled by an organization, said server in communication with a storage

medium containing information specific to that organization and comprising

a private telephone switch coupled to the public switched telephone network;

and

a connection to a publicly accessible computer network; and

at least one remote and mobile personal communications subsystem, comprising

a means for vocal communication over a first wireless network, said means

being in communication with said private telephone switch; and

a means for receiving data signals from said server over a second wireless

network;

wherein said server is configured to provide at least a portion of the information to the

subsystem via the computer network and the means for receiving data signals in response to a

request from the subsystem.

39. (Withdrawn)   The system of claim 38, wherein said means for receiving data

signals comprises a personal digital assistant.